



CITY OF ROSENBERG

VOLUNTEER POSITION DESCRIPTION



VOLUNTEER OPPORTUNITY: Quality Control Assistant – Utilities-Public Works

Department: Utilities

Location: City Hall Annex, 2220 4th Street, Rosenberg, Texas 77471

ESSENTIAL JOB FUNCTIONS:

- Follow-up calls (customer satisfaction survey) regarding Citizen Relations Coordinator (CRC) requests after work has been completed from the Utilities/Public Works Departments.
- Prepare reports/trends to identify strengths and weaknesses with the service delivered to the public.

ADDITIONAL FUNCTIONS OF THE JOB:

- Perform other job-related functions as assigned.

Qualifications:

- Must be able to operate office machines, including personal computers and related software, photocopiers, and scanners, as well as accurately record and transmit information. Demonstrate phone professionalism and courtesy with the public when gathering or communicating information.

Skills and Abilities:

- Ability to work with extensive detail for sustained periods while maintaining a high degree of accuracy.
- Ability to maintain accurate records and documents.
- Skills and ability to operate required tools and equipment; effective writing and speaking skills.
- Good communication, organizational and analytical skills.
- Ability to research, organize and present statistical and factual information verbally and in writing.

Physical and Mental Demands:

- Stand, walk, see, hear, talk, write, walk, sit; good manual dexterity and ability to stoop, kneel or bend. There could be some light lifting and carrying, as well.
- Read, comprehend, retain, and follow oral and written instructions; effectively communicate.

Requirements:

- Minimum age: 18
- Time Commitment: Regular weekly - about 4 hours

Training:

All necessary training will be provided.

Environmental Conditions:

The volunteer will work in an office environment.

How To Apply:

Complete a Volunteer Application Form and Consent form to Conduct a Criminal History Check – Visit the City's web site: www.ci.rosenberg.tx.us – or contact Volunteer Coordinator, City of Rosenberg, 2110 4th Street, Rosenberg, TX 77471 (832-595-3323) – volunteer@ci.rosenberg.tx.us